

DUTY STATEMENT

CALIFORNIA PUBLIC UTILITIES COMMISSION

DIVISION Communications Division		EFFECTIVE DATE
BRANCH/SECTION Consumer Programs Branch/DDTP		CLASS TITLE Public Utilities Regulatory Analyst V (PURA V)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		PHYSICAL WORK LOCATION San Francisco, Sacramento, or Los Angeles
INCUMBENT (if known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-333-4616-XXX
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.		
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS: The Communications Division consist of approximately ninety analyst, support staff, supervisors and managers assigned amongst three functional branches (Broadband Policy and Analysis, Carrier Oversight and Programs, and Consumer Programs), and charged with regulatory oversight of California carriers to ensure the provision of safe, reliable, and reasonable-priced telecommunications service to the state's consumers.		
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>	
Overview	Under the general direction of a Program & Project Supervisor, the PURA V will serve as the Commission's lead technical and policy analyst on implementing and making significant program changes to the Deaf and Disabled Telecommunications Program (DDTP). The DDTP provides telecommunications equipment, relay services, and speech generating devices for qualified consumers in California. The Program involves numerous contractors/consultants as well as two consumer advisory committees. The PURA V is typically assigned work tasks consisting of the most complex policy issues. Some of these issues can be of a controversial nature and the incumbent is expected to show a great deal of tact and diplomacy in carrying out the functions of the position. Additionally, assignments may require a large degree of originality and/or the completion of a large scope of work in a short period of time.	

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	<u>ESSENTIAL FUNCTIONS</u>
35%	<p>The PURA V is expected to lead the review, comprehend, and recommend changes related to new federal and state rules or laws affecting the DDTP.</p> <ul style="list-style-type: none"> • Lead the work with other assigned analysts in evaluating the current DDTP structure and functions to develop recommendations that will improve program efficiency, effectiveness and improve program consumers access to equipment and services. • Review current state and federal rules to ensure that the DDTP is following current statute, policy and regulatory requirements and make recommendations so that the DDTP remains program compliant. • Evaluate the current federal and state program providing network services, assistive technologies and relay services and provide suggestions for program improvements including policy, procedures, and scope to meet the needs of the program consumers. • Lead and collaborate with other analyst on oversight, operations, marketing, and relay contracts to collect and monitor contractors' performance in accordance with the contracts to ensure that a standard level of services is being provided to program consumers. • Coordinates with internal and external stakeholders to facilitate program assessments on operations and policy developments to identify areas of improvements and course action steps to launch the improvements.
30%	<p>The PURA V is expected to prepare resolutions to address requests to participate in the DDTP including maintaining internal tracking spreadsheets of resolution activity and other supporting documents used for monitoring the progress of such activities, progress, and status of program contracts, agreements, and services.</p> <ul style="list-style-type: none"> • Coordinate with internal stakeholders as needed, including during Commission proceedings and development of resolutions. • Provide briefings/presentations to Commissioners/advisors/Commission decision makers and division management regarding the resolutions, public programs, telecommunications policies. • As part of a team of analysts develop and implement pilots to expand services and equipment offered to program participants for the feasibility of adding new equipment and services into the program. • Testify as an expert witness on behalf of the DDTP.
20%	<p>The PURA V is to provide lead analyst support for Deaf and Disabled Telecommunication Programs (DDTP) contracts, the incumbent will:</p> <ul style="list-style-type: none"> • Analyze program contract activities, requests by regulated entities to participate in DDTP, and requests to modify program rules. • Monitor and prepare reports on public program activities including measuring performance against established metrics.
10%	<p>The PURA V may also be assigned a lead role in developing/overseeing new DDTP pilot programs that the Commission seeks to evaluate on a test basis.</p> <p>In order to ensure that Commission management, staff, and external stakeholders are aware of DDTP related activities [for what purpose or outcome?], the incumbent will:</p> <ul style="list-style-type: none"> • Meet with Commission Management, staff, and external stakeholders to discuss DDTP activities.

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5%	<p><u>MARGINAL FUNCTION</u></p> <p>Lead or participate on “task force” teams dedicated to any Communications Division or interdivisional project, or program and other job-related duties as required.</p> <p><u>KNOWLEDGE AND ABILITIES [From Class Specs]</u></p> <p>Knowledge of: Trends and issues pertaining to public utilities and transportation regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities and transportation regulatory policy analysis and formulation; Federal and State agencies involved in utilities and transportation regulation; Federal and State legislation and policies pertaining to public utilities and transportation.</p> <p>Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex utility and transportation regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; serve as a team leader to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.</p> <p><u>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:</u></p> <p>Environment: Standard office setting. CONTINUOUS work indoors near co-workers and members of the public. Work schedule is standard business hours (currently 40 hours per week and may be amended or prorated) and frequent after-hours meetings. Work is performed indoors in office and in meeting rooms, occasional assignments outside and field visits in hilly terrain.</p> <p>Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils.</p> <ul style="list-style-type: none"> • Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc. • Occasional travel to include evenings, weekends, overnight or several days at a time. 	
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT		
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.		
EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE

DUTY STATEMENT**CALIFORNIA PUBLIC UTILITIES COMMISSION**

DIVISION Communications Division	EFFECTIVE DATE
BRANCH/SECTION Consumer Programs Branch/DDTP	CLASS TITLE Public Utilities Regulatory Analyst IV (PURA IV)
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.	PHYSICAL WORK LOCATION San Francisco, Sacramento, or Los Angeles
INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 680-633-4616-XXX
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.	
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% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
Overview	<p>Under the general direction of a Program & Project Supervisor, the PURA IV will serve as the Commission's co-lead technical and policy analyst on implementing and making significant program changes to the Deaf and Disabled Telecommunications Program (DDTP).</p> <p>The DDTP provides telecommunications equipment, relay services, Voice Options and speech generating devices for qualified consumers in California. The Program involves numerous contractors/consultants as well as two consumer advisory committees.</p> <p>The PURA IV is typically assigned work tasks consisting of the complex policy issues. Some of these issues can be of a controversial nature and the incumbent is expected to show a great deal of tact and diplomacy in carrying out the functions of the position. Additionally, assignments may require a large degree of originality and/or the completion of a large scope of work in a short period of time.</p> <p>The PURA IV is expected to review, comprehend, and recommend changes related to new federal and state rules or laws affecting the DDTP. The PURA IV is also expected to recommend program changes/improvements and develop any resulting proposed policy or legislative changes.</p> <p>As the DDTP has many contractors involved in its program operation, the incumbent is expected to undertake all necessary tasks to solicit and manage these contractors.</p> <p>The PURA IV may also be assigned a lead role in developing/overseeing new DDTP pilot programs that the Commission seeks to evaluate on a test basis.</p>

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	<p><u>ESSENTIAL FUNCTIONS</u></p> <p>35% The PURA IV is expected to assist in the review and recommend changes related to new federal and state rules or laws affecting the DDTP.</p> <ul style="list-style-type: none"> • Provides support and collaborate with other assigned analysts in evaluating the current DDTP structure and functions to develop recommendations that will improve program efficiency, effectiveness and improve program consumers access to equipment and services. • Provides assistance with the analysis of current state and federal rules to ensure that the DDTP is following current statute, policy and regulatory requirements and make recommendations so that the DDTP remains program compliant. • Collaborates with other members of the DDTP on the data collection, analysis and reporting on current federal and state program providing network services, assistive technologies and relay services and provide suggestions for program improvements including policy, procedures, and scope to meet the needs of the program consumers. • Collaborates with other analyst on oversight, operations, marketing, and relay contracts to collect and monitor contractors' performance in accordance with the contracts to ensure that a standard level of services is being provided to program consumers. • Assist in the coordination with internal and external stakeholders to facilitate program assessments on operations and policy developments to identify areas of improvements and course action steps to launch the improvements. <p>25% The PURA IV is expected to assist in the preparation of resolutions to address requests to participate in the DDTP including maintaining internal tracking spreadsheets of resolution activity and other supporting documents used for monitoring the progress of such activities, progress, and status of program contracts, agreements, and services.</p> <ul style="list-style-type: none"> • Partake in the coordination with internal stakeholders as needed, including during Commission proceedings and development of resolutions. • Provides briefings/presentations to Commissioners/advisors/Commission decision makers and division management regarding the resolutions, public programs, telecommunications policies. <p>20%</p> <ul style="list-style-type: none"> • As part of a team of analysts develop and implement pilots to expand services and equipment offered to program participants for the feasibility of adding new equipment and services into the program. • Testify as an expert witness on behalf of the DDTP. <p>15% The PURA IV is to provide analyst support for Deaf and Disabled Telecommunication Programs (DDTP) contracts, the incumbent will:</p> <ul style="list-style-type: none"> • Provide support in the analyze of program contract activities, requests by regulated entities who participate in DDTP, and assist in the process of recommending modifying program rules. • Assist in the monitor and prepare reports on public program activities including measuring performance against established metrics. <p><u>MARGINIAL FUNCTION</u></p> <p>5% Lead or participate on "task force" teams dedicated to any Communications Division or interdivisional project, or program and other job-related duties as required.</p>
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KNOWLEDGE AND ABILITIES [From Class Specs]

Knowledge of: Trends and issues pertaining to public utilities and transportation regulations; principles of program evaluation and planning; principles and concepts of economics, econometrics and finance in a research setting; public utilities and transportation regulatory policy analysis and formulation; Federal and State agencies involved in utilities and transportation regulation; Federal and State legislation and policies pertaining to public utilities and transportation.

Ability to: Reason logically and creatively; utilize a variety of analytical and research techniques to resolve complex utility and transportation regulatory problems; develop and evaluate alternatives; analyze data and present ideas and information effectively, both orally and in writing; testify as a subject-matter expert; consult with and advise Commissioners, top management and other interested parties on a wide range of issues relating to public utilities and transportation regulations; gain and maintain the confidence and cooperation of those contacted during the course of work; coordinate the complex technical work of others; serve as a team leader to analyze the more technical and difficult situations; establish and maintain project priorities; analyze situations accurately and take effective action.

WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES:

Environment: Standard office setting. CONTINUOUS work indoors near co-workers and members of the public. Work schedule is standard business hours (currently 40 hours per week and may be amended or prorated) and frequent after-hours meetings. Work is performed indoors in office and in meeting rooms, occasional assignments outside and field visits in hilly terrain.

Physical: Primary functions require sufficient physical ability to work in an office setting and operate office equipment. CONTINUOUS sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and office equipment; pinch grasp to manipulate writing utensils.

- Proficiency with communications-related technologies, including personal computer applications, telecommunications equipment, Internet, voicemail, email, etc.
- Occasional travel to include evenings, weekends, overnight or several days at a time.

SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)

Brent Jolley

SUPERVISOR'S SIGNATURE

DATE

EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE